

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. To Whom This May Concern:

My husband and I are the parents of five boys from the ages of twenty to five and we are very hard workers and try to be good stewards of the monies that come into our home. We try to be diligent in paying our debts in a timely fashion when we know what it is we owe. We have been having such a difficult time doing that with our phone bill. We never know from month to month what our bill is going to be. I have tried to find out numerous times each month what I am paying for and not getting any satisfaction with the answers. I also have not received solutions to the phone bill issue and the reason why the bill increases each month and are unable to resolve the issue. We need answers and want to pay a reasonable amount each month for the services we use. Our money has to stretch, and with these outrageous, unpredictable prices we sometimes are left without phone service. Sometimes it has been a matter of paying the phone bill or feeding our children; we choose to feed our children. We also need phone service. Can you help us?

Thank you for your time.

Sincerely,
Need answers in
Virginia.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.